

Enlisted Accessions Recruiter (8R000)

1. This Command Job Qualifications Standard (CJQS) pertains to SDI 8R000 Air Force recruiting personnel. Tasks listed in Column 1 of the attachments are the most common tasks, knowledge, and technical references necessary for Enlisted Accessions Recruiters to perform their duties. Compliance with this CJQS is mandatory for all individuals who have not completed their eighth-month training evaluation as of the effective date of this CJQS. All others will continue using previous CJQS until completion of all training requirements and certification. This CJQS will remain in effect until superseded or rescinded, regardless of the date of the STS. Tasks are functionally grouped by subject to aid in the training process.
2. In Column 2, (C) identifies tasks, which are critical tasks. These tasks will have documented training within the first 60 days, regardless of the time phase of the task. Demonstration and performance training will be accomplished on all tasks until the satisfactory level is reached. Each task will be evaluated using one of the following two proficiency levels: **Satisfactory** level indicates the recruiter can do all parts of the task, needs only a spot check to complete work, and meets local demands for speed and accuracy while meeting production requirements. **Unsatisfactory** level means that the recruiter is unable to do simple parts of the task and needs to be shown how to do most of the task.
3. Evaluations will be conducted at the fourth, eighth, twelfth (if required) and fifteenth (if required) month points. The evaluation may take place anytime during the month they are required. Certifications may take place anytime after the eighth month training evaluation. **Any critical task rated unsatisfactory will result in the entire evaluation receiving an unsatisfactory rating.** The evaluator must adhere to time phases identified for each task (see paragraph 4 for explanation of time phased tasks). Record reviews by the squadron trainer are required following all evaluations, and prior to certification. They will ensure all required training documentation is included, and the flight chief has properly identified training deficiencies and prepared an effective training plan to correct these deficiencies if needed. The squadron superintendent will review the results of all evaluations, approve required training plans, and ensure they are followed.
4. All JQS tasks have been time phased according to the critical nature and mission impact each task may carry. Training will be given to each trainee by providing an overview, technical discussion, task demonstration, and finally, trainee performance. This training will be time phased. Time phased training period: The first number indicates the earliest a task may be closed and the second number indicates the time at which the task should be rated **satisfactory**. Example: A task time phased (4-8) means the earliest the task may be closed is the fourth month, and the eighth month is when the **satisfactory** level must be achieved. Ultimately the trainee must be able to perform a given task without assistance. Feedback and thorough evaluation are essential elements and must be included in each training session.
5. Supervisors and trainees are responsible for the accuracy of this CJQS. The completion of the CJQS form will be accomplished in the following manner. The training start date will be the date the trainee is assigned to station and will be annotated at the top of the AF Fm 1098 in the AF Fm 623. Each time the primary trainer provides training on any task, annotate the date in the first available block next to the task and have trainee initial in the block provided underneath. Repeat this each time you train, until they perform the task at the **satisfactory** level. When the **satisfactory** level is reached, annotate the date on the far right of the task and the primary trainer's initials directly below the date.

6. Training from the primary trainer will be documented directly on the CJQS. Use AF Form 623a if the trainee is failing to progress or receives an **unsatisfactory** rating on a task or evaluation. All training on unsatisfactory tasks will be documented on AF Form 623a until the **satisfactory** level is reached. Training from other than primary trainer (squadron trainer, marketing, etc.) will be documented on the AF Form 623a and annotated on the AF Fm 1098 (i.e., MEPS, Admin, etc.). Supervisors are responsible for the training of recruiters under their supervision.

Flight Chief's Initials and Date

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Supersedes CJQS 8R000-001, 1 January 2001
OPR: HQ AFRS/RSOT

Approved by: Col Dwayne L. Hafer
Distribution: F (Recruiting)

Trainee Name: Last, First MI

Attachment 2

CJQS 8R000

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. Critical Tasks	Time Phased Training Period			Training Date	Training Date	Training Date	Training Date	Training Date	Training Completion Date
		0 - 4 Month	4 - 8 Month	4- 12 Month	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Flight Chief/Trainer Initials
1. PLANNING										
1.1 State and relate the basic facts and principles associated with planning	C	X								
1.2 Differentiate between planning and time management	C	X								
1.3 Establish a daily/weekly/monthly plan	C		X							
1.4 Establish a yearly plan	C			X						
1.5 Demonstrates how to cross reference all activities, including suspenses to planning guide (or AFRISS)	C		X							
2. TIME MANAGEMENT										
2.1 Demonstrates how to prioritize tasks by importance (i.e. A, B, C)	C		X							
2.2 Demonstrates how to schedule tasks, by priority and productivity, for effective time management (i.e. involved in the right tasks at the right time)	C		X							
2.3 Demonstrates how to reschedule uncompleted planned activities/tasks	C	X								
3. LEAD GENERATION										
3.1 School Programs										
3.1.1 Establish and maintain a school plan for high schools and colleges	C		X							

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3.1.2 Establish school priorities and frequency of visits	C		X							
3.1.3 Develop contacts and establish rapport with high school influencers	C	X								
3.1.4 Conduct and document student centered high school visits	C		X							
3.1.5 Conduct and document effective classroom presentations	C		X							
3.1.6 Develop contacts and establish rapport with college influencers (i.e. registrar office, veteran's affairs, admissions, financial aid, student groups, etc...)	C	X								
3.1.7 Conduct and document student centered college visits	C		X							
3.1.8 Deliver a persuasive presentation/speech tailored for a specific audience	C		X							
3.1.9 Obtain high school lists	C	X								
3.1.10 Obtain college drop out lists from colleges/universities	C		X							
3.1.11 Participate in and document career day/job fairs (High Schools and Colleges)	C		X							
3.1.12 Coordinate ASVAB testing	C		X							

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3.1.13 Proctor ASVAB testing			X							
3.1.14 Conduct an ASVAB interpretation				X						
3.1.15 Demonstrate how to maintain and document actions and activities in the school folder/AFRIS (mail-outs, visits, refinement, etc)	C	X								
3.2 Telephone Prospecting										
3.2.1 Employ proper techniques for planning, conducting and documenting telephone prospecting	C	X								
3.2.2 Demonstrate how to call highest priority of leads	C		X							
3.2.3 Demonstrate how to determine which Priority 1 and 2 ASVAB qualified leads, to call first (i.e. Mech qualified versus Admin only)	C		X							
3.2.4 Demonstrate what time of the day/week to call	C		X							
3.2.5 Demonstrate how to identify themselves and state purpose of call	C	X								
3.2.6 Perform telephone prospecting showing how to assure the correct party is reached	C	X								
3.2.7 Deliver an opening statement that relates to the applicant	C	X								
3.2.8 Demonstrate how to sound positive and convincing, while remaining clear and understandable	C	X								
3.2.9 Use probing questions to uncover needs	C	X								

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3.2.10 Maintain rapport while obtaining pre-qualifying information	C	X								
3.2.11 Obtain an appointment (and confirm date, time, location and transportation arrangements)	C	X								
3.3 Perpetuation										
3.3.1 Explain principles relating to perpetuation as a lead generating activity	C	X								
3.3.2 Demonstrate how to perpetuate from all sources (especially DEP Airman)	C		X							
3.3.3 Document all perpetuation			X							
3.4 Center of Influence (COI) events										
3.4.1 Plan, coordinate and conduct an influencer COI				X						
3.4.2 Plan, coordinate and conduct a prospective applicant COI	C		X							
3.4.3 Complete all applicable forms and documentation to include AFRISS			X							
3.5 Zone Prospecting/Posting										
3.5.1 Plan, coordinate and document a zone awareness program, including the placement of window cards, etc	C		X							
3.5.2 Develop contacts in the local community	C		X							
3.5.3 Demonstrate how to effectively post zone			X							
3.5.4 Demonstrate how to effectively zone prospect	C		X							

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3.6 Recruiter Generated Mail										
3.6.1 Plan, target and document an effective mail- out program to both high school and grad market	C		X							
3.6.2 Comply with postal regulations			X							
3.6.3 Refine mailing lists from undeliverable mail			X							
3.7 Managing Leads										
3.7.1 Analyze leads by source and document refinement efforts	C	X								
3.7.2 Create, maintain, request suspension and request closure on leads	C	X								
3.7.3 Reroute leads to another recruiter		X								
3.7.4 Periodically review closed or suspended national and local leads			X							
3.7.5 Periodically review closed Applicant Records			X							
4. SALES PRESENTATION										
4.1 Apply Recruiter Sales Techniques										
4.1.1 Demonstrate how to establish and maintain rapport with prospective applicant	C	X								
4.1.2 Demonstrate overcoming customer indifference (acknowledge the customer's point of view, request permission to probe and probe to create customer awareness of needs)	C		X							

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4.1.3 Demonstrate how to explore the customer's circumstances for opportunities and effects and then confirm the existence of a need	C		X							
4.2 Determine Applicant Eligibility										
4.2.1 Determine applicant eligibility for enlistment using probing questions and questioning techniques	C	X								
4.2.2 Demonstrate how to advise unqualified applicants		X								
4.2.3 Demonstrate how to qualify applicants for the highest program and refer individuals to Officer Accessions recruiters		X								
4.2.4 Demonstrate how to refer individuals to local ROTC unit and Air Liaison Officers (ALO)			X							
4.2.5 Demonstrate how to administer and score the EST		X								
4.3 Opening										
4.3.1 Demonstrate how to Open a sales call (propose an agenda, state the value to the customer and check for acceptance)	C		X							
4.4 Probing										
4.4.1 Understand and explain the goal of probing	C		X							
4.4.2 Explain circumstances and needs	C		X							

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4.4.3 Understand how to gain a clear, complete and mutual understanding of the customers needs	C		X							
4.4.4 Demonstrate how to use open and closed probes to explore the customer's circumstances and needs	C		X							
4.5 Supporting										
4.5.1 Understand and explain the goal of supporting	C		X							
4.5.2 Understand and explain when to support	C		X							
4.5.3 Demonstrate how to support (acknowledge the need, describe relevant features and benefits, and check for acceptance)	C		X							
4.5.4 Demonstrate how to use sales aids to support and enhance the sale	C		X							
4.6 Closing										
4.6.1 Understand and explain the goal of closing	C		X							
4.6.2 Understand and explain when to close	C		X							
4.6.3 Demonstrate how to close (review previously accepted benefits, propose the next step for the recruiter and the customer, and check for acceptance)	C		X							

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4.7 Customer Concerns										
4.7.1 Demonstrate recognition of the three types of customer concerns (skepticism, misunderstanding and drawback)	C		X							
4.7.2 Demonstrate how to probe to understand the concern (skepticism, misunderstanding and drawback)	C		X							
4.7.3 Demonstrate how to resolve skepticism a. Acknowledge the concern b. Offer relevant proof c. Check for acceptance	C		X							
4.7.4 Demonstrate how to resolve misunderstanding a. Confirm the need behind the concern b. Support the need	C		X							
4.7.5 Demonstrate how to resolve a drawback a. Acknowledge the concern b. Refocus on the bigger picture c. Outweigh with previously accepted benefits d. Check for acceptance	C		X							
4.8 Documentation										
4.8.1 Demonstrates how to complete basic recruiting forms during initial interview and initiate applicant's record in AFRISS		X								
5. APPLICANT PROCESSING										

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Determine and demonstrate steps for processing of nonprior service, prior service, and RES/RES applicants										
5.1 Schedule applicants for ASVAB testing		X								
5.2 Relate facts and principles associated with requesting ASVAB scores (i.e., SPF conversions, microfiche pulls & SSAN pulls)		X								
5.3 Request ASVAB scores from MEPS		X								
5.4 Explain facts and principles related to performing credit checks		X								
5.5 Demonstrate how to complete a credit check		X								
5.6 Explain facts and principles related to eligibility determinations and waivers (i.e., the process, documentation & waiting periods)		X								
5.7 Demonstrate how to complete eligibility determinations and waivers			X							
5.8 Explain basic facts and principles related to documents required for validating personal information provided by applicants		X								
5.9 Obtain birth verification, social security verification, and education credential verification		X								
5.10 Obtain college transcripts			X							
5.11 Obtain prior service records				X						

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5.12 Explain facts and principles associated with obtaining required source documents and conditional releases prior to processing guard or reserve applicants				X						
5.13 Obtain conditional releases from other services				X						
5.14 Schedule applicants for enlistment processing		X								
5.15 Schedule applicants for special testing (EDPT, DLAB, etc)		X								
5.16 Schedule applicants for flight physicals		X								
5.17 Demonstrate sense of urgency when scheduling processing		X								
5.18 Demonstrate ability to complete an enlistment case-file		X								
5.19 Conduct a MEPS processing briefing (to include directions, transportation and hotel/motel use)		X								
5.20 Show required informational films to applicants		X								
5.21 Explain facts and principles related to Recruiter Avoidable Losses (RAL) at MEPS	C	X								
6. DELAYED ENTRY PROGRAM										
Demonstration of management of activities related to the Delayed Entry Program (DEP)										
6.1 Follow-up with applicants enlisted into the DEP within 24 hours of enlistment and document the contact	C	X								

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6.2 Demonstrate how to set up a follow-up plan with DEP Airman and document the follow-up	C	X								
6.3 Plan DEP activities (including correspondence)	C	X								
6.4 Demonstrate how to conduct and document informative and motivational DEP Commander's Calls	C		X							
6.5 Demonstrate how to determine and document commitment and eligibility status during DEP follow-up	C		X							
6.6 Demonstrate how to conduct and document a final DEP EAD briefing (to include ensuring airman have all required documents)	C		X							
7. AFRISS										
7.1 AFRISS General Knowledge (See start up guide)										
7.1.1 Demonstrate ability to access the internet	C	X								
7.1.2 Demonstrate ability to access the AFRISS web-site	C	X								
7.1.3 Demonstrate ability to open and use AFRISS tutorial/AFRISS help definition		X								
7.1.4 Demonstrate how systems administrators, squadron trainers and the help desk can provide assistance		X								
7.1.5 Demonstrate ability to react to "network errors" which cause AFRISS to cease functioning			X							

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7.1.6 Demonstrate ability to react to “oracle error, unable to insert record”			X							
7.1.7 Demonstrate ability to resolve problems when the AFRISS application begins to perform oddly			X							
7.2 AFRISS Toolbar/Tutorial										
7.2.1 Demonstrate ability to exit screen using the exit button		X								
7.2.2 Demonstrate ability to commit unsaved changes using the save button		X								
7.2.3 Demonstrate ability to enter a query, execute a query and cancel a query		X								
7.2.4 Demonstrate ability to insert a new row of data		X								
7.2.5 Demonstrate ability to delete a row of data after it has been committed to the database		X								
7.2.6 Demonstrate ability to correctly use the erase button		X								
7.2.7 Demonstrate use of Master Records with detail records concepts		X								
7.3 Managing School/Media										

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7.3.1 Demonstrate ability to establish ownership of school programs (High Schools, Vo. Techs., Colleges and Universities)		X								
7.3.2 Demonstrate ability to create media organizations and establish ownership of media outlets within the zone			X							
7.3.3 Demonstrate ability to create and update key dates, demographic data, points of contact and print school and/or media reports		X								
7.3.4 Demonstrate ability to document events, visits and activities as required		X								
8. MARKETING										
8.1 Radio/TV/Newspapers										
8.1.1 Conduct radio/TV station and local newspaper visits			X							
8.1.2 Obtain radio or TV public service announcements			X							
8.1.3 Order radio/TV spots or approved newspaper advertising slicks from squadron/AFRS			X							
8.1.4 Identify basic facts and principles of the Home Town News Release Program			X							
8.2 Marketing Awards										
8.2.1 Explain facts and principles associated with a marketing awards program		X								

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8.2.2 Demonstrate procedures involved with identifying marketing awards (i.e. COA, HRC, and higher awards)		X								
8.2.3 Order and present marketing awards			X							
9. STRESS MANAGEMENT AND RECRUITER SAFETY										
Identify safety facts and principles in Recruiting Service										
9.1 Explain facts and principles related to stress management		X								
9.2 Relate Anti-Terrorism policies and procedures		X								
9.3 Perform weekly vehicle inspections		X								
9.4 Coordinate cleaning and servicing of Recruiting Service vehicle(s)			X							
9.5 Explain facts and principles associated with obtaining domicile to duty authorization		X								
10. ADMINISTRATIVE FUNCTIONS										
10.1 Maintain files and file correspondence (including email and electronic correspondence)		X								
10.2 Order and maintain required forms		X								

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10.3 File and post publications			X							
10.4 Inventory stamps and bus/shuttle tickets for safeguard and audit		X								
10.5 Conduct a self-inspection program				X						
10.6 Conduct, validate and maintain market surveys				X						
10.7 Interpret the flight's goal formula			X							
10.8 Interpret the quarterly flow-trend analysis			X							
10.9 Interpret flight/squadron competition and incentive awards program			X							
10.10 Explain facts and principles associated with the Recruiter Assistance Program			X							
11. CERTIFICATION										
A complete review of all tasks has been accomplished and I hereby certify each task listed in this CJQS										
Date:										
Signature:										

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